



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

TDS Metrocom, LLC
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3164

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.30	6.30	7.70	7.43
B. Operator Answer Time - Information Section 730.510(a)(1)	8.30	6.30	7.70	7.43
C. Repair Office Answer Time Section 730.510(b)(1)	33.00	16.00	35.00	28.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	112.00 *	181.00 *	68.00 *	120.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	23.00% *	20.00% *	16.00% *	20.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	3.23	2.25	2.59	2.69
H. Percent Repeat Trouble Reports Section 730.545(c)	11.10 %	11.60 %	11.30 %	11.30 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.04 %	0.84 %	1.65 %	1.18 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$1,332.10	\$539.16	\$482.66	\$2,353.92
B. Number of credits issued for repairs - 24-48 hours	25	8	22	55
C. Number of credits issued for repairs - 48-72 hours	12	5	5	22
D. Number of credits issued for repairs - 72-96 hours	4	5	4	13
E. Number of credits issued for repairs - 96-120 hours	2	1	0	3
F. Number of credits issued for repairs > 120 hours	4	4	1	9
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	1	3	4
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0